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Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee
Meeting Minutes
(Approved by Committee February 21, 2002)

November 15, 2001

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The Access Idaho Steering Committee monthly meeting was held on Thursday, November 15, 2001 from 1:35 to 2:40 p.m., in Conference Room 155 of the LBJ Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. Chuck Goodenough, Secretary of State
Mr. Scott Somerhalder, Access Idaho
*Eric Beck, Department of Labor

Absent Members:

Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor
Ms. Susan Simmons, Transportation Department
Mr. Rob Spofford, Department of Water Resources

Others Present:

Mr. John Eckerle, Department of Administration
Mr. Don Fournier, ITRMC Staff
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Access Idaho

*Designate

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information.   As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

REPORT FROM ACCESS IDAHO

Scott Somerhalder, Access Idaho, reviewed the Access Idaho **General Manager's (GM) Report**.

- A year of hard work and accomplishment by Access Idaho was showcased at ITRMC's **2001 Digital Government Boot Camp for Idaho Policy Makers**. Attendees of the 'Boot Camp' saw the **Attorney General** win a **second award for his Online No Call list**, which Access Idaho built and maintains.
  - ➢ Many other Access Idaho applications were also showcased for Idaho policy and business leaders from around the state at the 'Best Practices' booths.

- The Access Idaho Marketing staff anticipated assisting the **Department of Finance** with the collection of funds/e-commerce on various applications.

- The **Department of Environmental Quality** was developing a list of on-line applications, in which AI would be assisting in the development of. The first would be the redesign of DEQ's Web site.

- The **template program** and **web redesign** was an item of great interest to the Idaho State Library and Department of Health and Welfare. AI's Creative staff would fulfill many requests in 2002.

- AI found a small business in Buhl, Idaho, to make history for the **Department of Labor's Unemployment Insurance (UI) tax reporting and payment application**, which went live in October. The law firm Felton & Felton filed and paid for its UI tax on-line with electronic check.
  - ➢ AI would continue working with the Department's staff to ensure readiness for public launch.

- The first beta version of the **Idaho State Tax Commission's payment portal** was released in October. AI's Marketing staff recruited citizen testers to use the application and provide feedback. The testing data developed by Marketing was used for improving the user interface. AI's Development staff would continue testing the portal until November.
  - ➢ The payment portal would be live in November, and marketed to a variety of businesses and individual users to pay the following taxes: Individual Income, Tobacco, Fuels, Cigarette, Beer, Wine, Kilowatt Hour, Sales & Use, Business Income, Withholding, Estate and Travel & Convention. This list would continue to grow.

- Requirements for the Tax Commission's next project, the **40EZ**, took place in October and November. The goal was to have a Service Level Agreement (SLA) completed and returned to the Commission in late November. Completion of testing and development was expected in December for deployment in January 2002.
  - ➢ Over 80,000 citizens file the 40EZ form every year. (Access Idaho would only receive payment when a citizen made a payment in coordination with a filing; and approximately 80% of 40EZ filings do not include a payment.)

- AI's Marketing staff was acting as Public Information Officer for the **Division of Building Safety** in for the release of its **Plumbing Bureau's on-line license registration/renewal application**. A **press release** was drafted for DBS, and would be distributed to the press/made available for direct media inquiries.

- The Portal and **Idaho Transportation Department** (ITD) finished gathering requirements for **three interactive driver's license record (DLR) searches**. The interactive process would allow subscribers registered with the portal to search DLR's. The greatest benefit was seen for independent insurance agents and attorneys. AI would be attending many conferences in 2002 in helping to promote the application.
  - ➢ Other pieces of the project would allow courts and individuals to access DLR's.

- ITD and AI were working on finalizing a **Memorandum of Understanding** (MOU) for the development of four applications, beginning with an application that would provide 120-hour trip permits for truck drivers (the cost for the permits would remain the same). The Department of Administration's Deputy Attorney General was looking over the agreement.
  - ➢ The four projects were outside the scope of AI's normal prioritization process.

- The Portal finished requirements for the **Department of Insurance**, and had submitted the SLA for Committee review and approval later in the meeting. Project launch was expected in January.

- In October, Access Idaho released to production an **improved billing and auditing report**. Agencies now had more auditing details and options for tracking payments the Portal transmitted via ACH. The new report offered a user of AI's applications the ability to look inside each ACH sent by the Portal to the State Treasures office, and detail which transactions made up the lump sum transmitted to the agency. The updated reports evolved out of feedback from the agencies and state auditors.

- AI's Creative Services staff completed the **Idaho State Police Web site** as scheduled. The site took 4 ½ months to complete, involved 660 files, and was rivaled only by the Department of Administration in size and complexity. The Creative team began a series of **training sessions** for the agency in October to teach employees how to maintain the new site.

- The **Local Highway Technical Assistance Council launched its site in September**. Training was begun in October.

- Upon the return of the Creative Director from maternity leave, the Portal would explore **improvements in the design and layout of the state's homepage**. Comps would be provided to the Department of Administration in late December for review and approval. AI anticipated small changes would be made in layout, and improvements in the ability for citizens to find on-line services and information.

- In January, the Creative Director would evaluate the request for many projects made during her absence. Some of the **Web site projects forecasted for next year** included: Boise County, DEQ, Office of Species Conservation, Twin Falls Central Health District, Idaho Range Land Committee, Department of Water Resources, and the Idaho Bankers Association.

REVIEW OF SERVICE LEVEL AGREEMENTS (SLA'S)

Department of Insurance

There was minimal discussion on the Department of Insurance SLA by Jeff Walker (Marketing Director, Access Idaho) and Scott Somerhalder. The Committee was advised the Department would

use convenience fees. The discount credit card rate would be paid out of this, and Access Idaho would retain the remainder.

MOTION TO APPROVE DEPARTMENT OF INSURANCE SLA

Chuck Goodenough moved and Scott Somerhalder seconded a motion to adopt the Department of Insurance SLA, and the motion passed unanimously.

Local Highway Technical Assistance Council

Chairman Bill Farnsworth advised this SLA was different in that it was for Web site hosting. There was discussion on AI hosting sites for other agencies. Mr. Somerhalder advised AI would host web pages, but would not handle e-mail. This was the responsibility of an ISP (Internet Service Provider). There was more discussion regarding the handling of e-mail and on hosting of the LHTAC site.

MOTION TO APPROVE LOCAL HIGHWAY TECHNICAL ASSISTANCE COUNCIL SLA

Scott Somerhalder moved and Eric Beck seconded a motion to approve the Local Highway Technical Assistance Council SLA, and the motion passed unanimously.

NEW BUSINESS

The Idaho Transportation Department would be using an **MOU** to pay for services of a developer. Access Idaho would not only develop, but also maintain all projects under the agreement. ITD was already considering extending the one-year agreement for an additional year. The agreement was being looked over by Deputy Attorney General's of both the Department of Administration and ITD.

Chairman Farnsworth spoke of **statewide projects/applications** being looked into by Access Idaho i.e. state homepage, calendar, and search. These applications would enhance accessidaho.org overall.

Scott Somerhalder advised the **Idaho Bankers Association** was an association paid for by memberships, and was not a state agency. A project for the Association would require Access Idaho to devote some Creative Services development time, and Somerhalder wondered if the project was allowed for under the State of Idaho/Access Idaho contract. Chairman Farnsworth advised there was some discomfort with building sites for companies, associations, etc. The Idaho Bankers Association, however, would promote and market a particular agency's services (the Association financed the Secretary of State's Uniform Commercial Code (UCC) liens search). Access Idaho found the project to be a huge market to tap into. There had been previous conversations with the Department of Administration's Deputy Attorney General, but Chairman Farnsworth advised he would speak with her again regarding this. There was more discussion regarding the possibility of the doing the project. Overall, so long as each was looked at individually as to the resources needed, Committee members present were comfortable with Access Idaho working with associations that would **promote accessidaho.org and Access Idaho applications**.

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There was discussion regarding the **privacy policy** (the use of cookies, marketing to subscribers of Access Idaho services) – developed and approved by ITRMC. Chairman Farnsworth advised the policy statement should be revised to include wording with regard to communicating with an entity's own subscribers. (Access Idaho updates its subscribers on new subscription-based applications, new features, etc. on a monthly basis via a newsletter.)

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Scott Somerhalder advised ITD had contacted Access Idaho in hopes of reincorporating **road reports** on the homepage. This would require the piece on energy conservation to be removed. Chairman Farnsworth advised he would discuss this with the appropriate party.

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There was some discussion regarding computer **hackers**. Somerhalder advised people had tried to hack into the Access Idaho site, but that no one had been successful as of yet.   There was more discussion on this topic.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:40 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, December 27, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, J.R. Williams Building.

Respectfully submitted,

Emily Gales
ITRMC Assistant